Garnet
Garnet Global Training Center

GGT-QE-112

Quality, Excellence & Customer Service

Laboratory Quality ISO/IEC 17025

جودة المختبرات ISO/IEC 17025

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Laboratory Quality ISO/IEC 17025 turns established good practice into step-by-step methods that participants rehearse in exercises and then apply at work. Systems and methods that make performance consistent, measurable and better every year. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Apply the methods and standards of Laboratory Quality ISO/IEC 17025 to real tasks.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.

Who should attend

Quality and excellence teams, process owners, auditors and customer service leaders. Practitioners with one to five years of experience benefit most.

Key topics

- Process mapping and standard work
- Measurement and statistical tools
- Audit planning and reporting
- Customer journey and feedback
- Excellence models and self-assessment
- Sustaining improvement

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

WhatsApp: +971 56 674 7382

Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Laboratory Quality ISO/IEC 17025: principles and standards

- Audit planning and reporting
- Group discussion and peer review

Day 2 Methods and tools in practice

- Customer journey and feedback
- Excellence models and self-assessment

Day 3 Diagnosis and problem solving

- Sustaining improvement
- Measurement and reporting

Day 4 Quality, safety and documentation

- Process mapping and standard work
- Hands-on workshop on a workplace challenge

Day 5 Workshop, assessment and action plan

- Measurement and statistical tools
- Common mistakes and how to avoid them

10-day outline

Day 1 Laboratory Quality ISO/IEC 17025: principles and standards

- Audit planning and reporting
- Group discussion and peer review

Day 2 Methods and tools in practice

- Customer journey and feedback
- Excellence models and self-assessment

Day 3 Diagnosis and problem solving

- Sustaining improvement
- Measurement and reporting

Day 4 Quality, safety and documentation

- Process mapping and standard work
- Hands-on workshop on a workplace challenge

Day 5 Workshop, assessment and action plan

- Measurement and statistical tools
- Common mistakes and how to avoid them

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Regional and international case studies

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Checklists and templates to take away

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
18–29 Jan 2027	10-day classroom	Abu Dhabi	English	8,950
5–9 Apr 2027	5-day classroom	Dubai	Arabic	4,750
20–24 Sep 2027	5-day online	Live online	English	2,950
13–17 Dec 2027	5-day classroom	Geneva	English	4,750
6–10 Feb 2028	5-day classroom	Cairo	English	4,750
3–14 Apr 2028	10-day online	Live online	English	5,450
8–19 May 2028	10-day classroom	Istanbul	English	8,950
11–15 Sep 2028	5-day classroom	London	English	4,750
15–19 Jan 2029	5-day online	Live online	Arabic	2,950

Dates	Format	City	Language	Fee (USD)
18–22 Feb 2029	5-day classroom	Amman	English	4,750
9–20 Apr 2029	10-day classroom	Barcelona	English	8,950
14–18 May 2029	5-day classroom	Dubai	Arabic	4,750
6–10 Jan 2030	5-day classroom	Riyadh	Arabic	4,750
7–18 Apr 2030	10-day classroom	Manama	Arabic	8,950
6–10 May 2030	5-day classroom	Amsterdam	English	4,750
8–19 Jul 2030	10-day online	Live online	Arabic	5,450

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/